

Standards and Calibration Laboratory

Complaints

Prepared by:

Date

Reviewed by:

Date

Approved by:

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COMPLAINTS

1.0 PURPOSE

This procedure describes the system used by the Standards and Calibration Laboratory to receive, analyze, and act on complaints from customers and other stakeholders.

2.0 RECEIPT OF COMPLAINTS

Complaints may be received by any member of the group in verbal or written form. All complaints must be promptly relayed to the Group Leader.

3.0 DOCUMENTATION OF COMPLAINTS

Using the attached Complaint Record, the Group Leader records the date the complaint was received, the source, and the nature of the complaint.

4.0 RESPONSE

The Group Leader shall take one of the following actions and document it on the Complaint Record.

4.1 Stop Work

If the Group Leader believes that the complaint indicates an immediate problem that could seriously affect the quality of calibrations produced by the group, he or she will stop work in the affected activities until corrective action can be taken.

4.2 Audit

If the Group Leader believes that the complaint indicates a less immediate problem, but it raises doubt concerning the group's compliance with its own procedures, NVLAP requirements, or ANSI Z540; or if it raises doubt regarding the quality of calibrations or tests produced by the group, he or she will initiate an audit of the affected areas of activity in accordance with SCL-PD-0016 *Internal Audits*.

4.3 Root Cause Analysis

For complaints that do not require a Stop Work or Audit response, the Group Leader shall determine the root cause of the complaint and take appropriate action.

5.0 NOTIFICATION

When all actions related to the resolution of the complaint have been completed, the customer or stakeholder is notified of the response to their complaint. The date of this notification is recorded on the Complaint Record.

6.0 CLOSURE

After notification of the customer or stakeholder, the Group Leader initials and dates the Closure section of the Complaint Record, signifying that the complaint has been resolved.

COMPLAINT RECORD

Standards and Calibration Laboratory

Complaint

Date Received: _____

Source: _____

Complaint: _____

Response

Check All That Apply:

Stop Work	0
Initiate Audit	0
Analyze Root Cause and Take Action	0

Details:

Notification

Customer or Stakeholder Notified of Action Taken

Initials: _____ Date: _____

Closure

Actions Regarding this Complaint Have Been Completed

Initials: _____ Date: _____